

## Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

### Listing of Claims:

1. (Currently Amended) A method for guiding a user through dispute resolution using a dispute management application comprising:

receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

in response to receiving the profile information at a second computer, determining a sub-plurality of dispute resolution paths for resolving [[a]] the dispute from a plurality of dispute resolution paths based at least in part on the profile in response to the indication at a second computer, wherein each of the dispute resolution paths comprises a plurality of steps for implementing [[a]] at least one dispute resolution mechanism;

determining estimated dispute resolution information at the second computer for each of the determined dispute resolution paths based on the profile;

displaying at the first computer the plurality of steps [[of]] for the determined dispute resolution paths for resolving the dispute and the estimated dispute resolution information; [[and]]

in response to the displaying, prompting the user at the first computer to select one of the determined dispute resolution paths; and

in response to receiving the selection at the second computer, initiating the selected dispute resolution path.

2. (Original) The method defined in claim 1 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

3. (Original) The method defined in claim 1 further comprising:

determining whether the user has met a predetermined standard for conducting business; and

providing the user with a certification in response to meeting the predetermined standard.

4. (Currently Amended) The method defined in claim 1 ~~further comprising:~~ wherein determining the estimated dispute resolution information comprises calculating a cost for resolving the dispute using each of the determined dispute resolution paths based on the determined dispute resolution path; and  
~~providing the user with the cost.~~

5. (Currently Amended) The method defined in claim 1 ~~further comprising:~~ wherein determining the estimated dispute resolution information comprises determining an estimated time for resolving the dispute using each of the determined dispute resolution paths based on the determined dispute resolution path; and  
~~providing the user with the estimate time.~~

6. (Original) The method defined in claim 5 wherein determining the estimate time comprises comparing the dispute to a plurality of past disputes.

7-50. (Cancelled)

51. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

means for receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

in response to receiving the profile information at a second computer, means for determining a sub-plurality of dispute resolution paths for resolving ~~[[a]] the dispute from a plurality of dispute resolution paths based at least in part on the profile in response to the indication at a second computer~~, wherein each of the dispute resolution paths comprises a plurality of steps for implementing [[a]] at least one dispute resolution mechanism; [[and]]

means for determining estimated dispute resolution information at the second computer for each of the determined dispute resolution paths based on the profile;

means displaying at the first computer the plurality of steps [[of]] for the determined dispute resolution paths for resolving the dispute and the estimated dispute resolution information; [[and]]

in response to the displaying, means for prompting the user at the first computer to select one of the determined dispute resolution paths; and

in response to receiving the selection at the second computer, means for initiating the selected dispute resolution path.

52. (Original) The system defined in claim 51 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

53. (Original) The system defined in claim 51 further comprising:

means for determining whether the user has met a predetermined standard for conducting business; and

means for providing the user with a certification in response to meeting the predetermined standard.

54. (Currently Amended) The system defined in claim 51 ~~further comprising,~~ wherein means for determining the estimated dispute resolution information comprises means for calculating a cost for resolving the dispute using each of the determined dispute resolution paths ~~based on the determined dispute resolution path; and~~

~~means for providing the user with the cost.~~

55. (Currently Amended) The system defined in claim 51 ~~further comprising,~~ wherein means for determining the estimating dispute resolution information comprises means for determining an estimated time for resolving the

~~dispute using each of the determined dispute resolution paths based on the determined dispute resolution path; and means for providing the user with the estimate time.~~

56. (Original) The system defined in claim 55 wherein the means for determining the estimate time comprises means for comparing the dispute to a plurality of past disputes.

57-100. (Cancelled)

101. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

a user input device;

a display device; and

a dispute management application implemented at least partially on control circuitry and programmed to:

receive an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

determine a sub-plurality of dispute resolution paths for resolving ~~[[a]]~~ the dispute from a plurality of dispute resolution paths based ~~at least in part~~ on the profile ~~in response to the indication at a second computer~~, in response to receiving the profile information at a second computer, wherein each of the dispute resolution paths comprises a plurality of steps for implementing ~~[[a]]~~ at least one dispute resolution mechanism; ~~[[and]]~~

determine estimated dispute resolution information at the second computer for each of the determined dispute resolution paths based on the profile;  
display at the first computer the plurality of steps [[of]] for the determined dispute resolution paths for resolving the dispute and the determined dispute resolution information; [[and]]  
prompt the user at the first computer to select one of the determined dispute resolution paths, in response to the display; and  
initiate the selected dispute resolution path, in response to receiving the selection at the second computer.

102. (Original) The system defined in claim 101 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

103. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to:

determine whether the user has met a predetermined standard for conducting business ; and  
provide the user with a certification in response to meeting the predetermined standard.

104. (Currently Amended) The system defined in claim 101 ~~wherein the dispute management application is further programmed to:~~

calculate determining the estimated dispute resolution information comprises calculating a cost for resolving the dispute using each of the determined dispute

~~resolution paths based on the determined dispute resolution path; and~~

~~provide the user with the cost.~~

105. (Currently Amended) The system defined in claim 101 wherein ~~the dispute management application is further programmed to:~~

~~determine~~ determining the estimated dispute resolution information comprises determining an estimated time for resolving the dispute using each of the determined dispute resolution paths based on the determined dispute resolution path; and

~~provide the user with the estimate time.~~

106. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to compare the dispute to a plurality of past disputes.

107-150. (Cancelled)

151. (New) The method defined in claim 1 wherein determining the estimated dispute resolution information comprises providing success rate information for similar disputes resolved using each of the determined dispute resolution paths.

152. (New) The method defined in claim 1 wherein determining a sub-plurality of dispute resolution paths comprises determining two dispute resolution paths.

153. (New) The method defined in claim 1 wherein the dispute resolution paths are determined based on a size of the dispute.

154. (New) The method defined in claim 1 wherein the dispute resolution paths are determined based on a relationship between the user and another party.

155. (New) The method defined in claim 4 wherein calculating a cost for resolving the dispute comprises calculating an average cost of a plurality of disputes resolved using each of the determined dispute resolution paths.

156. (New) The method defined in claim 1 wherein a first determined dispute resolution path implements at least two dispute resolution mechanisms.

157. (New) The method defined in claim 156 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism only when the first dispute mechanism does not result in a resolution.

158. (New) The method defined in claim 156 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism without any user intervention when the first dispute mechanism does not result in a resolution.

159. (New) The method defined in claim 1 wherein a first determined dispute resolution path implements



documents only arbitration and a second determined dispute resolution path implements on call mediation followed by arbitration.

160. (New) The system defined in claim 51 wherein means for determining the estimated dispute resolution information comprises means for providing success rate information for similar disputes resolved using each of the determined dispute resolution paths.

161. (New) The system defined in claim 51 wherein means for determining a sub-plurality of dispute resolution paths comprises means for determining two dispute resolution paths.

162. (New) The system defined in claim 51 wherein the dispute resolution paths are determined based on a size of the dispute.

163. (New) The system defined in claim 51 wherein the dispute resolution paths are determined based on a relationship between the user and another party.

164. (New) The system defined in claim 163 wherein means for calculating a cost for resolving the dispute comprises means for calculating an average cost of a plurality of disputes resolved using each of the determined dispute resolution paths.

165. (New) The system defined in claim 51 wherein a first determined dispute resolution path implements at least two dispute resolution mechanisms.

166. (New) The system defined in claim 165 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism only when the first dispute mechanism does not result in a resolution.

167. (New) The system defined in claim 165 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism without any user intervention when the first dispute mechanism does not result in a resolution.

168. (New) The system defined in claim 51 wherein a first determined dispute resolution path implements documents only arbitration and a second determined dispute resolution path implements on call mediation followed by arbitration.

169. (New) The system defined in claim 101 wherein determining the estimated dispute resolution information comprises providing success rate information for similar disputes resolved using each of the determined dispute resolution paths.

170. (New) The system defined in claim 101 wherein determining a sub-plurality of dispute resolution paths comprises determining two dispute resolution paths.

171. (New) The system defined in claim 101 wherein the dispute resolution paths are determined based on a size of the dispute.

172. (New) The system defined in claim 101 wherein the dispute resolution paths are determined based on a relationship between the user and another party.

173. (New) The system defined in claim 172 wherein calculating a cost for resolving the dispute comprises calculating an average cost of a plurality of disputes resolved using each of the determined dispute resolution paths.

174. (New) The system defined in claim 101 wherein a first determined dispute resolution path implements at least two dispute resolution mechanisms.

175. (New) The system defined in claim 174 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism only when the first dispute mechanism does not result in a resolution.

176. (New) The system defined in claim 174 wherein the first determined dispute resolution path will move from a first dispute mechanism to a second dispute mechanism without any user intervention when the first dispute mechanism does not result in a resolution.

177. (New) The system defined in claim 101 wherein a first determined dispute resolution path implements documents only arbitration and a second determined dispute resolution path implements on call mediation followed by arbitration.